



# ADDITIONAL RETAIL CHARGES

Applicable from 10<sup>th</sup> August 2017

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Commander Power & Gas may apply the following fees and charges to your account as applicable. Service Order Fees vary depending on your Electricity Distributor and State. Account Transaction Fees may apply for electricity accounts, according to contract terms and conditions. These fees and charges may change from time to time. For the latest charges please check [commander.com.au/cpginfo](http://commander.com.au/cpginfo).

## ACCOUNT TRANSACTION FEES

### Direct Debit & BPay Fees

A fee will apply for each payment that is collected using direct debit from a bank account or where BPay is used as a payment method. MasterCard and Visa Credit card payments do not incur a fee. A surcharge applies to American Express and Diners Card payments.

### Printed Bill Fee

A printed bill fee will apply for each bill we post, if you choose to have your bills posted to you. Email delivery of bills does not incur this fee.

### Australia Post Payment Fee

An Australia Post Payment fee will apply for each payment that is made at an Australia Post outlet.

### Dishonoured Payment Fee

A dishonoured payment fee may apply for each payment we attempt that is subsequently declined by your financial institution.

### Other

We may also charge you, where allowed by Energy Laws, for costs we incur in the provision of historical billing data, implementing alternative payment plan arrangements with your consent (such as a shortened billing cycle or, if you are a business customer, an instalment plan) as a result of dishonoured payments or for provision of hard copies of customer related codes.

## PASS THROUGH CHARGES

Where a Distributor charges us for activities it undertakes on your behalf, or in response to a request by you (other than activities for which we charge a Service Order Fee), we may also pass through these charges to you. A Service Order Administration Fee may also apply.

## SERVICE ORDER FEES

### Move In / Connection Fee

A connection fee may be applied to your account if your Supply address is required to be energised (power switched on), or if you are moving home and a special meter read is required.

### Move Out / Disconnection Fee

A disconnection fee may be applied to your account if your Supply address is required to be de-energised (power switched off), or if you are moving home and a special meter read is required to finalise your account.

### Field Visit Fees

A field visit fee may be applied to your account if a visit to your property is required for a special meter reading, collection of unpaid accounts or any other purpose.

### Remote Reading Fees

Remote reading fees may be applied to your account if data from your meter is collected remotely at your request. Remote services are only available where remote access is available or to meter installations that have remote capabilities.

### Remote Connection and Disconnection Fees

Remote connection and disconnection fees may be applied to your account if your property is remotely energised or de-energised. Remote services are only available where remote access is available or to meter installations that have remote capabilities.

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### Reconnection After Disconnection for Non Payment Fee

A fee will be applied to your account if your Supply address is required to be reconnected following disconnection for non payment.

### After-Hours Distributors Service Fees and Charges

If you require an after-hours service visit from your Distributor for connection of your Supply address (where available), or as a result of a service request made by you (e.g. to repair a fault on your equipment), any charges the Distributor invoices to Commander Power & Gas, will be invoiced on your account.

### Service Order Administration Fee

A Service Order Administration Fee may be applied to your account to recover our associated administration costs if we pass through Distributor charges to you for activities the Distributor undertakes on our behalf for you, or in response to a request by you.

## ELECTRICITY ACCOUNT TRANSACTION FEES

Account Transaction Fees	Ex- GST	Inc-GST
Cheque Dishonoured Payment Fee (per payment)	\$25.00	\$27.50
Direct Debit Dishonoured Payment Fee (per payment)	\$10.00	\$11.00
Direct Debit & BPay Fee (per payment)	\$3.59	\$3.95
Australia Post Payment Fee (per payment)	\$2.50	\$2.75
Cheque Processing Fee	\$2.50	\$2.75
Printed Bill Fee (per printed bill)	\$2.68	\$2.95

## NEW SOUTH WALES ELECTRICITY SERVICE ORDER FEES

	Business Hours*		After Hours	
	Ex-GST	Inc-GST	Ex-GST	Inc-GST
Endeavour Energy Distribution Zone				
Move In/Connection Fee	\$60.00	\$66.00	\$110.00	\$121.00
Move Out/Disconnection Fee	\$60.00	\$66.00	\$110.00	\$121.00
Field Visit Fee	\$60.00	\$66.00	\$110.00	\$121.00
Site Visit Fee	\$100.00	\$110.00	\$150.00	\$165.00
Reconnection After Disconnection for Non-payment Fee	\$80.00	\$88.00	\$110.00	\$121.00
Ausgrid Distribution Zone				
Move In/Connection Fee	\$50.00	\$55.00	\$130.00	\$143.00
Move Out/Disconnection Fee	\$50.00	\$55.00	\$130.00	\$143.00
Field Visit Fee	\$50.00	\$55.00	\$130.00	\$143.00
Site Visit Fee	\$100.00	\$110.00	\$150.00	\$165.00
Reconnection After Disconnection for Non-payment Fee	\$50.00	\$55.00	\$150.00	\$165.00
Essential Energy Distribution Zone				
Move In/Connection Fee	\$90.00	\$99.00	\$160.00	\$176.00
Move Out/Disconnection Fee	\$90.00	\$99.00	\$160.00	\$176.00
Field Visit Fee	\$90.00	\$99.00	\$160.00	\$176.00
Site Visit Fee	\$100.00	\$110.00	\$170.00	\$187.00
Reconnection After Disconnection for Non-payment Fee	\$100.00	\$110.00	\$170.00	\$187.00

\*Individual distributor's connection request timeframes vary, and "business hours" is not indicative of the time frame for completing a service request. Commander will confirm the timeframes and costs at the time of a request.

# ADDITIONAL RETAIL CHARGES

## VICTORIAN ELECTRICITY SERVICE ORDER FEES

	Business Hours*		After Hours	
	Ex-GST	Inc-GST	Ex-GST	Inc-GST
CitiPower Distribution Zone				
Move In/Connection Fee	\$35.45	\$39.00	\$110.00	\$121.00
Move Out/Disconnection Fee	\$35.45	\$39.00	\$110.00	\$121.00
Field Visit Fee	\$26.36	\$29.00	N/A	N/A
Reconnection After Disconnection for Non-payment Fee	\$35.45	\$39.00	\$110.00	\$121.00
Remote Connection/ Disconnection Fee	\$9.09	\$10.00	N/A	N/A
Powercor Distribution Zone				
Move In/Connection Fee	\$53.64	\$59.00	\$170.00	\$187.00
Move Out/Disconnection Fee	\$53.64	\$59.00	\$170.00	\$187.00
Field Visit Fee	\$44.55	\$49.00	N/A	N/A
Reconnection After Disconnection for Non-payment Fee	\$53.64	\$59.00	\$170.00	\$187.00
Remote Connection/ Disconnection Fee	\$9.09	\$10.00	N/A	N/A
Jemena Distribution Zone				
Move In/Connection Fee	\$44.55	\$49.00	\$70.00	\$77.00
Move Out/Disconnection Fee	\$44.55	\$49.00	\$70.00	\$77.00
Field Visit Fee	\$26.36	\$29.00	N/A	N/A
Reconnection After Disconnection for Non-payment Fee	\$44.55	\$49.00	\$70.00	\$77.00
Remote Connection/ Disconnection Fee	\$9.09	\$10.00	N/A	N/A
AusNet Distribution Zone				
Move In/Connection Fee	\$35.45	\$39.00	\$140.00	\$154.00
Move Out/Disconnection Fee	\$35.45	\$39.00	\$140.00	\$154.00
Field Visit Fee	\$35.45	\$39.00	N/A	N/A
Reconnection After Disconnection for Non-payment Fee	\$35.45	\$39.00	\$140.00	\$154.00
Remote Connection/ Disconnection Fee	\$9.09	\$10.00	N/A	N/A
United Energy Distribution Zone				
Move In/Connection Fee	\$53.64	\$59.00	\$150.00	\$165.00
Move Out/Disconnection Fee	\$53.64	\$59.00	\$150.00	\$165.00
Field Visit Fee	\$26.36	\$29.00	N/A	N/A
Reconnection After Disconnection for Non-payment Fee	\$53.64	\$59.00	\$150.00	\$165.00
Remote Connection/ Disconnection Fee	\$9.09	\$10.00	N/A	N/A

## SOUTH AUSTRALIAN SERVICE ORDER FEES

	Business Hours*		After Hours	
	Ex-GST	Inc-GST	Ex-GST	Inc-GST
SA Power Networks Distribution Zone				
Move In/Connection Fee	\$49.09	\$ 54.00	\$109.09	\$120.00
Move Out/Disconnection Fee	\$49.09	\$ 54.00	\$109.09	\$120.00
Field Visit Fee	\$18.18	\$ 20.00	N/A	N/A
Reconnection After Disconnection for Non-payment Fee	\$49.09	\$ 54.00	\$109.09	\$120.00

\*Individual distributor's connection request timeframes vary, and "business hours" is not indicative of the time frame for completing a service request. Commander will confirm the timeframes and costs at the time of a request.